



U.S. Embassy, Manila, Philippines

Message for U.S. Citizens: No More Passport/CRBA pick-up at the U.S. Consular Agency in Cebu Effective August 1, 2016

July 11, 2016

THE EMBASSY OF THE UNITED STATES IS TRANSMITTING THE FOLLOWING INFORMATION THROUGH THE EMBASSY WARDEN SYSTEM AS A PUBLIC SERVICE TO AMERICAN CITIZENS IN THE PHILIPPINES. PLEASE DISSEMINATE THIS MESSAGE TO ALL U.S. CITIZENS IN YOUR ORGANIZATION OR NEIGHBORHOOD.

Effective August 1, 2016, the U.S. Consular Agency office in Cebu will no longer provide in person pick-up of completed passports or Consular Reports of Birth Abroad (CRBA) at the agency. Passport and CRBA applicants applying in Cebu will now be asked to complete a “cash-on-delivery” slip and will receive the completed documents through the Embassy’s contracted courier, Air21. The minimal courier fee (P120 for Cebu and non-NCR locations) will be collected upon delivery. Please be advised that the courier fee may be higher for remote locations. If the delivery address is found non-serviceable, Air21 will notify the customer to pick-up the passport/CRBA at the Air21 substation office closest to the customer’s location.

This change will enable us to provide improved customer service to our applicants in Cebu. The current process takes a minimum of six to eight weeks before passports and CRBAs are available for pick-up at the U.S. Consular Agency in Cebu, which has set opening hours and limited resources to accommodate in-person pick-ups. Beginning August 1, 2016, Cebu-area applicants can expect to receive their passport and CRBA documents within 4-6 weeks or less, with the documents coming directly to their home address.

See the [State Department's travel website](#) for the [Worldwide Caution](#), Travel Warnings, Travel Alerts, and the [Philippines Country Specific Information](#).

Enroll in the [Smart Traveler Enrollment Program \(STEP\)](#) to receive security messages and make it easier to locate you in an emergency.

Contact the U.S. Embassy in Manila, Philippines, located at 1201 Roxas Boulevard, at +(63) (2) 301-2000, from 7:30 a.m. to 4:00 p.m. Monday through Friday. After-hours emergency number for U.S. citizens is +(63) (2) 301-2000.

Call 1-888-407-4747 toll-free in the United States and Canada or 1-202-501-4444 from other countries from 8:00 a.m. to 8:00 p.m. Eastern Standard Time, Monday through Friday (except U.S. federal holidays).

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